

PROTECTING CONSUMERS AND PROMOTING RENEWABLES

Welcome to the Winter newsletter

Dear RECC Members,

It seems extraordinary that, as I write, it is almost a year since the first lockdown came into force on 23 March 2020. This has been a very difficult time for all of us and the end is not yet clearly in sight. Nonetheless I am pleased that installation numbers have remained buoyant. You can read about the success of some RECC Members at recent awards ceremonies below.

Government policy is pointing in the direction of a huge push to convert to renewable heating and transport, building on the success of the conversion to renewable power. Inside you can read the results of an MCS installer survey on the Green Homes Grant, as well as summaries of the 10-Point Plan, Energy White Paper, and the Sixth Carbon Budget.

Finally, for the first time, in response to your comments in our recent survey, we have summarised the work we have done in the previous quarter to monitor and enforce high standards of consumer protection. We hope you will agree that the work we do means that your RECC membership retains its gold-plated reputation.

With best wishes to you and your families, **Virginia Graham.**



RECC Member The Phoenix Works wins Installer of the Year Award



The British Renewable Energy Awards ceremony was held online on 26 January 2021, having been postponed from June 2020 on account of COVID-19. In a slick presentation, hosted by Mike Ramsden, the winners of the awards were announced.

There were 15 awards in total, including the Installer Award. The Installer of the Year Award is awarded each year to 'a company which has excelled in the installation of small-scale energy generation systems in homes, thus offering a high-quality experience for consumers wishing to buy or lease renewable generation equipment'. RECC is proud to have sponsored this again this year.

2020 saw The Phoenix Works celebrate 10 years of delivering renewable technology solutions that allow customers to control how they generate, store and use energy in their homes. The Phoenix Works provides customers with industry-leading products and best-in-class solutions to the highest standard. The company has consistently achieved 100% 5-star reviews through Which? Trusted Trader, a testament to their ethos of quality and customer service.

More information on The Phoenix Works can be found here:

<https://thephoenixworks.com/>

More information on the other British Renewable Energy Awards finalists can be found here:

<https://www.r-e-a.net/wp-content/uploads/2020/02/Awards-2020-Final.pdf>

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REAL DIRECTOR WINS LIFETIME ACHIEVEMENT AWARD



Philip Wolfe MBE, a non-executive director at REAL, who has worked for 45 years in this sector, was presented with the Lifetime Achievement Award at the Solar and Storage Live Awards in December.

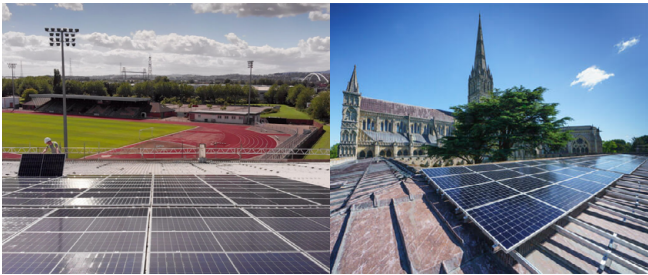
Having been the first Chief Executive at BP Solar Philip then set up the Intersolar Group. He also played a large part in founding the European

Solar Photovoltaic Industry Association, the Renewable Energy Association and Community Energy England.

Philip's wide involvement in the sector includes being a non-executive director of Solnet Group BV, Communities for Renewables, and Cuckmere Community Solar. He also founded Wiki-Solar and is a member of the Climate Bonds Initiative.

In his acceptance speech Philip reminded everyone that the cost of solar PV in 1975, when he first became involved in the sector, was \$200 per watt. Cells with a capacity of 0.25 watt were 2 inches round and only 1.4MW of solar PV capacity was installed annually worldwide. The price of solar PV is now 1,000 times lower and the amount of solar PV capacity has increased 1,000,000 times.

RECC Member Joju Solar wins three awards in 2020



RECC Member Joju Solar has won the 'Contractor of the Year' award at the Solar and Storage Live Awards and the 'EV Charge Point Contractor of the Year' at the Evies. Both these awards recognized the company's work in reducing the carbon footprint of hundreds of homes through solar, storage and EV charging. Joju Solar is working with more than 80 councils across the country to simplify the process of installing an EV charge point infrastructure at no cost to the councils.

The third award won by Joju was the 'Community Energy Award' for the installation of 2 MW of solar PV for Egni Co-op in Wales. This included the largest solar roof in Wales at Newport's Geraint Thomas Velodrome (left image).

Another of their many community projects was a 39kW community-owned solar PV array on the roof of Salisbury Cathedral (right image).

Dr. Chris Jardine, Technical Director and Co-founder of Joju Solar said:

"This recognition is a testament to the hard work put in by our team - continually improving both technically and in terms of the service we offer."

Joju Solar is also a founder member of the Electric Vehicle Consumer Code for Home Chargepoints (EVCC).

More information on Joju Solar can be found here:

<https://www.jojuSolar.co.uk/>

More information on the EVCC can be found here:

<https://www.electric-vehicle.org.uk/the-code>

RENEWABLES PERFORM BETTER IN Q2 2020 THAN IN Q2 2019

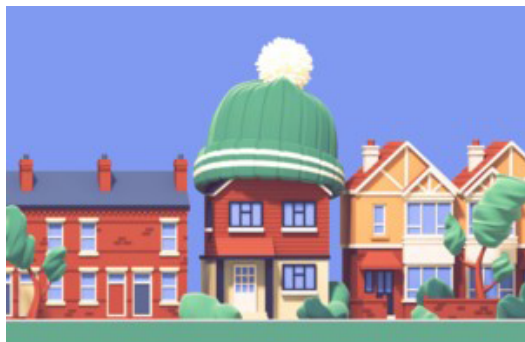
Statistics from the Department for Business, Energy and Industrial Strategy (BEIS) revealed that, between April and June last year, most renewable power generation has increased considerably over the same period in 2019.

- they accounted for 44.6% of electricity generated in the UK – an increase of 9%;
- low carbon generation accounted for 62.1% – an increase of 9.3%;
- renewable electricity generation came in at 30.1TWh – up 12%;

- solar generation exceeded 5TWh for the first time – up 1.4% - and average daily sun hours increased by 1.9 to a record 7.9 hours;
- offshore wind increased to 7TWh – an increase of 31%, while onshore wind remained roughly the same at 6.1TWh; and
- renewable electricity capacity reached 48.5GW – an increase of 5.4%, 77% of which came from offshore wind.

However, the COVID-19 lockdown led to an overall 12% fall in demand so that electricity generation was 67.5TWh in the quarter – the lowest value on the BEIS published data series.

THE GREEN HOMES GRANT – RESULTS FROM A NEW INSTALLER EXPERIENCE SURVEY



We reported back in November that the government's Green Homes Grant voucher scheme had been extended by a year to March 2021. This coincides with the end of the Domestic Renewable Heat Incentive.

While the voucher scheme has generated considerable consumer and installer interest in low carbon heating such as Heat Pumps, it has been beset by problems from the start. These problems have been reported widely in both the national and trade press.

There have been delays to the issuing of vouchers, with the latest government figures showing that just over 21,000 vouchers have been issued to householders, out of a target 600,000. There have also been extensive delays to the payments due to installers.

On behalf of the sector, and in collaboration with RECC, MCS has recently surveyed installers to better understand their experience of the voucher scheme. At the time of writing

the survey is ending, but RECC has obtained an early set of results, which are summarised here.

Nearly three-quarters (73%) of survey responders, stated that they have completed work under the Green Homes Grant. The remaining installers identify concerns with the operation of the scheme as their main reason for not participating.

Of this group who are yet to be convinced to take part, 71% state that they are waiting to see if improvements can be made to the turnaround of payments, before they will reconsider their involvement. Of those installers already working under the scheme, a large majority (76%) are 'concerned about the time it takes to receive voucher payments'.

Worryingly, over a third of responders stated that delays to scheme payments are now threatening the viability of their businesses. Which, due to COVID, a more reliant than ever on their cashflows.

The voucher scheme was set up to stimulate green jobs and over half (51%) of installers, state that they have hired new people, given an expectation that the scheme would generate a significant volume of new enquiries. However, a third (34%) said they were unlikely to retain these new staff unless significant improvements are made to the operation of the scheme, including the flow of payments. A further 17% of installers stated that they have already let their recent hires go.

More information on the Green Homes Grant can be found here: <https://www.recc.org.uk/green-homes-grant>

Boris Johnson issues 10-point climate plan

Boris Johnson announced a £12bn 10-point plan to address the climate emergency on 18 November 2020. The Prime Minister claimed that implementing the plan would create up to 250,000 jobs, with much of the focus on the north of England, Midlands, Scotland and Wales.

The 10 points are:

- ending the sale of petrol and diesel cars and vans by 2030 – 10 years earlier than previously promised – combined with grants for electric cars and funding for charge points.
- strengthening energy networks to support electrification of transport and heating, including fast-tracked electric vehicle charging points.
- quadrupling the amount of offshore wind capacity to 40GW within a decade – enough to power every UK home.
- boosting hydrogen production with the promise of having a town heated entirely by hydrogen by the end of the decade.
- investing £525m in new nuclear power produced by the next generation of small and advanced reactors.

- providing £1bn this year for funds to insulate homes and public buildings, using the existing green homes grant and public sector decarbonisation schemes.
- investing an extra £200m in carbon capture initiatives.
- supporting greener energies in the aviation and maritime sectors with the latter receiving £20m.
- planting 30,000 hectares of trees each year to support nature conservation.
- promoting public transport, cycling and walking.
- pledging to make London 'the global centre of green finance'.

Although the plan has been broadly welcomed, various politicians and environmental groups have pointed out flaws and said that it does not go far enough to meet the challenges ahead.

You can find more information on the announcement here:

<https://www.gov.uk/government/news/pm-outlines-his-ten-point-plan-for-a-green-industrial-revolution-for-250000-jobs>

Government's Energy White Paper receives a guarded welcome

Government published its long-awaited Energy White Paper in December. It restates Government commitment to various pre-announced aims and targets and heralds consultation and calls for evidence on a wide range of issues. However, some experts working in the renewables sector consider it failed to provide a clear strategy to deal with some of the most difficult challenges facing the UK if it is to meet its net zero ambitions by 2050.

As part of the White Paper, Government has committed to provide £1.3bn to support the roll-out of chargepoints for EVs to add to the £582m already promised for zero or ultra-low emission vehicles. £0.5bn will be spent over the next four years to aid the development of mass-scale production of EV batteries.

The Government repeated its commitment to issuing a new Biomass Strategy by 2022. This will include a review of the amount of sustainability biomass available in the UK; how it is best used to get to net zero; a review of the UK's current biomass sustainability standards and how they might be improved still further. The Government will also consider what role biomass plays in wider environmental targets including air quality.

A new UK Emission Trading Scheme (UK ETS) in line with net zero ambitions was also promised. This will apply to energy-intensive industries, electricity generation and aviation. The hope is that the UK ETS can be expanded to cover currently uncovered emissions such as heat and transport.

Dr Nina Skorupska, REA's Chief Executive, welcomed the Government's continued commitment to renewables and the green transition but said:

"We would have liked to see more on the Government's plans for decarbonising the hard-to-treat heat and transport sectors." She stressed that the White Paper should be seen as "another step on the journey rather than a be-all-and-end-all publication."

You can find more details here:

<https://www.gov.uk/government/publications/energy-white-paper-powering-our-net-zero-future>

SIXTH CARBON BUDGET REPORT PUBLISHED

Climate Change Committee (CCC) published its Sixth Carbon Budget Report in December. The Report sets out an ambitious plan for reducing the UK's territorial emissions between 1990 and 2035 by 78% – nearly 15 years earlier than the previous 80% target.

The CCC put forward four key steps for achieving this target:

- the take up of low- carbon solutions;
- the expansion of low-carbon energy supplies;
- reducing demand for carbon-intensive activities; and
- land and greenhouse gas removals.

These steps involve, among other actions:

- the take up of low- carbon solutions;
- ensuring that all new cars and vans and all boiler replacements are low-carbon - largely electric by the early 2030s;
- requiring UK industry to use renewable electricity or

hydrogen instead of fossil fuels; the expansion of offshore wind electricity production, increasing to 40GW by 2030 and 100GW or more by 2050;

- making electricity production zero carbon by 2035;
- improving insulation in buildings to reduce the waste of energy;
- reducing travel by car and air transport; and
- transforming agriculture and the use of farmland and planting 460,000 hectares of new woodland by 2035.

The REA's view is that this report is a vital step in making the case for a Net Zero future powered by renewables and clean tech but emphasized that it was purely a vision document. The Government has not yet announced policies to implement the actions proposed by the CCC.

The Sixth Carbon Budget can be found here:

<https://www.theccc.org.uk/publication/sixth-carbon-budget/>

As a RECC member, you have satisfied our strict criteria for membership. You now have the opportunity to become TrustMark-registered through RECC.

You can find full details of our streamlined process here:
www.recc.org.uk/trustmark



RECC Membership Benefits

A full list of RECC Member Benefits and Affinity Arrangements available to you can be found here:

<https://www.recc.org.uk/join/affinity-arrangements>

RECC works to support its members and uphold high standards in the sector

In a new section we aim to give you an update of the work RECC has been doing to monitor and enforce compliance with the high standards set out in the Code. In this way we hope you will agree that we are true to our commitment to uphold high standards.

In this edition we will focus on membership, monitoring and compliance in the last quarter of 2020.

Membership

At the end of November 2020 RECC had 1,660 members compared with 1,580 at the end of the previous quarter. This increase is largely due to the interest generated by the introduction of the Green Home Grants and the extension of the Domestic Renewable Heat Initiative incentive to 31 March 2022.

Monitoring and compliance

RECC has developed a robust process for monitoring compliance which allows us to conduct a full assessment of compliance in a swift and timely manner.

'Compliance Checks' consist of top level risk assessment analysis. The member is not normally involved in this process. During a 'Compliance Check', amongst other things, we assess the member's online business presence, including its website(s), social media and review pages, carry out financial checks, and review insurance and MCS installation details, and analyse complaint information recorded on the RECC complaints database.

In the last quarter of 2020 we carried out a 'Compliance Check' on 49 RECC members - 10 more than in the previous quarter. In each case checks uncovered some areas of risk and/or non-compliance.

In 31 cases (by far the most frequent problem found) the Members did not provide sufficient information on their workmanship warranty insurance on MCS certificates. Four checks had been initiated as the result of consumer feedback or referral by the Dispute Resolution Team. Fourteen checks had been initiated for a variety of other reasons including following up on previous monitoring activity or changes to the member's MCS certification status.

In some cases the audit process has been delayed by the slow response from the RECC members involved. COVID-19 restrictions have meant that all the compliance audits we carry out are desk-based. In the last quarter of 2020 we allocated twelve new audits. In addition, four of the audits allocated in a previous quarter were completed.

Non-compliance activity

In the last quarter of 2020 we notified four RECC members that they had failed to comply with the RECC Bye-Laws. One of these has since successfully resolved the issues we raised, two are attempting to resolve the issues we raised, and one is yet to respond.

"Protecting consumers and promoting renewables"

There's no better time to start a relationship with us

2021 is such an auspicious year for the major deployment of renewable energy and associated clean tech in the run up to COP26 in November, it's an ideal moment to work with the REA as we, and our members, empower the UK green recovery.

Engage with us now and boost the Green Industrial Revolution.

Valentine's membership deal

Email now for details - membership@r-e-a.net

Join the REA as we work towards A FUTURE BUILT ON
RENEWABLE ENERGY AND CLEAN TECHNOLOGY



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